GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:544
ANSWERED ON:19.07.2017
Paperless Office
Kaswan Shri Rahul

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government has issued any guidelines for the use of internet and e-mail in office work for promoting paperless office work;

(b) if so, the details thereof;

(c) whether the letters for emergency ticket confirmation sent through fax by Members of Parliament and Very Important Persons are considered valid whereas the letters sent through their own internet, e-mail ID, Whatsapp and mobile are not accepted;

(d) If so, the details thereof; and

(e) the reasons therefor?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

(a) & (b): Yes, Madam. In compliance with DAR&PG (Department of Administrative Reforms and Public Grievances)'s directives, Ministry of Railways has issued guidelines which include:
i) the correspondence shall be in digital form only.
ii) these documents shall be attached to emails addressed to the respective officer.

iii) only Portable Document Format (PDF) shall be used for attachments.
iv) the size of the attachment shall be maximum 10 MB (megabytes).
v) use of original PDF shall be encouraged.
vi) the PDF document can be digitally signed.
vii) regular text and black and white documents shall be scanned at 150 dpi (Dots Per Inch).
viii) coloured text shall be scanned at 300 dpi in 24 bit.

(c) to (e): With a view to avoiding misuse, generally the letter received from Hon'ble Member of Parliament and other Very Important Persons(VIP) for release of berths out of Emergency Quota are generally entertained only if they are received in original with their signatures or of the person authorised by them on this account. At times, such requests received through mail in the office of Hon'ble Minister for Railways/Minister of State for Railways, countersigned by the officers authorised in their office on this behalf, are also considered. If any such request is sent by any VIP to the office of Hon'ble Minister of Railways/Minister of State for Railways through SMS/Whatsapp, the officer authorised on this behalf has to send such request in writing.
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